

# COVID-19 Response Update

Friday, May 15, 2020

It has been just over two months since the World Health Organization declared COVID-19 a global pandemic and we continue to learn new things every day about this new and unprecedented virus.

To protect the population, we must continuously adjust our policies and processes in response to new evidence about the virus and how it impacts our health. The rapidly changing nature of COVID-19 can be frustrating and confusing, so it's important to stay current with information from credible sources.

This newsletter is one of the ways we can help explain the changes and decisions as we work to stop the spread of this devastating virus and ensure the safety and welfare of residents and staff at Orchard Villa.

## What's New:

### *Acts of Kindness*

During this distressing and uncertain time, there are many acts of kindness taking place in the home every day. We would like to share just a few that have brought joy to the residents and mean a lot to our team. We hope you enjoy them!

### **Military Visit**

One Orchard Villa resident, who served in World War II, had the chance to meet with a member of the Canadian Armed Forces, Sergeant Dylan Orr. The two shared stories about their military adventures, training, and the places they travelled. The resident told the Sergeant that it was an honour to meet him and the respect was mutual.



### **Durham Region Police Service Plants Flowers on Orchard Villa Grounds**

On Mother's Day, D-platoon of the Durham Region Police Service (DRPS) visited the home to plant flowers, hang up signs and put butterfly stickers on the outward-facing resident windows. The platoon also drove around the cul de sac with flashers and sirens, waving to the residents. As they were leaving, the platoon left messages for the residents and staff on individual recipe cards.

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## Royal Canadian Legion Flag Donation

Members of the Royal Canadian Legion noticed that the Orchard Villa flag was weather worn. Out of respect for the residents who have passed away, the president of the Royal Canadian Legion made a special visit to donate a new flag and hang it at half mast.



## Outbreak update

Residents who have tested negative for COVID-19 are routinely tested every Monday. This week test results were sent to the Public Health Ontario lab. **Individual test results will be shared with the key family contacts identified for each resident (e.g., POA or SDM) as soon as they are available from the lab.**

Residents are considered to be **resolved or recovered** from the virus 14 days after they develop symptoms or, in the case of asymptomatic individuals, 14 days from the time of the first positive test.

Like all health care organizations in Durham Region, Orchard Villa follows Durham Region Health Department's (DRHD) direction and provincial guidelines for screening and testing. For questions about testing, please contact **Durham Health Connection at 905-668-2020 or 1-800-841-2729.**

As a result of this devastating outbreak, 74 Orchard Villa residents from the long-term care home and retirement home combined have died from COVID-19 as of May 14, 2020. We extend our sincere condolences to the families and friends who have lost loved ones to this terrible illness.

## Progress to control the outbreak and protect residents

Deep cleaning of the entire residence is 55 per cent complete as of May 14. **The deep cleaning and inspection by a third-party will be completed by early June.**

The designated contact for each resident is being informed of the move, whenever possible. The move is temporary to allow for completion of the deep cleaning process. Residents will return back to their former room once the outbreak is declared over.

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## *Staffing supports*

Staffing **compliments continue to be stable** and at normal levels, with many Orchard Villa staff having safely returned to work over the last few weeks.

There is much interest in the Canadian Armed Forces (CAF) team on site. At this time, every day, there are six Medical Technicians working the day shift and another six Medical Technicians on a night shift, along with 14 General Duty CAF personnel on duty from 8 a.m. to midnight, and nine additional General Duty at the resident from 8 a.m. to 4 p.m.

## *Keeping families connected and informed*

Please do not hesitate to contact our **Patient Experience Specialists** with your questions and concerns at:

**Phone:** 905-576-8711 ext. 32489

**Email:** [OrchardVilla-PatientExp@lh.ca](mailto:OrchardVilla-PatientExp@lh.ca)

**To schedule a virtual visit** please contact Caroline Connelly at [cconnelly@southbridgecare.ca](mailto:cconnelly@southbridgecare.ca) or 905-831-2522 extension 3115 or 3401.

Please visit the **web page on the outbreak response at Orchard Villa** at [www.lakeridgehealth.on.ca](http://www.lakeridgehealth.on.ca). This web page can also be accessed from Orchard Villa's website and Facebook page.